

PRIVACY POLICY

Introduction

Gloucestershire Gateway Trust (“we”, “us”, or “our”) is committed to protecting your privacy and personal information. This Privacy Policy explains how we collect, use, store, and protect your data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are a registered community development charity based in Gloucestershire, UK. Our registered charity number is **1140440** and our registered address is:

City Works, Alfred Street, Gloucester, GL1 4DF. If you have any questions about this policy or how we handle your data, please contact us at: office@ggtrust.org

Information We Collect

We collect and process personal information in order to deliver our charitable objectives, manage relationships, and operate effectively as a charity. We may collect the following types of information:

Personal information

- Name, title, and contact details (address, email, telephone number)
- Date of birth (if relevant for volunteering or safeguarding purposes)
- Donation details and Gift Aid declarations
- Records of communication and engagement with our events, projects, or campaigns

Special category data (sensitive information)

- In limited circumstances, we may collect information such as:
- Health information (for accessibility or volunteering needs)
- Ethnic background (for equality monitoring, where provided voluntarily)

Technical information

- When you visit our website, we may automatically collect:
- IP address
- Browser type and version
- Information about how you use our site (through cookies and analytics tools)

3. How We Use Your Information

We use your personal data to:

- Deliver our community programmes and charitable projects
- Manage donations, Gift Aid claims, and fundraising activities
- Communicate with you about our work, events, and impact (if you have given consent)
- To contact you following a competition or prize draw you have entered
- Recruit, support, and manage volunteers, staff, and trustees
- Comply with legal and regulatory obligations

- We will only use your information when we have a lawful basis to do so, such as your consent, a contractual necessity, a legal obligation, or our legitimate charitable interests.

4. Sharing Your Information

We will never sell your personal data. We may share your information with trusted third parties where necessary, including:

- HMRC (for Gift Aid processing)
- IT and website service providers (who help us manage our systems)
- Partner organisations or funders (where collaboration requires data sharing — with your knowledge)
- All third parties are required to handle your information securely and in accordance with UK data protection law.

5. How We Store and Protect Your Data

Your personal data is stored securely on our systems and is only accessible by authorised staff and volunteers.

We take appropriate technical and organisational measures to protect your data against loss, misuse, or unauthorised access.

We will only retain your information for as long as necessary to fulfil the purpose it was collected for, or to meet legal, accounting, or reporting requirements.

6. Your Rights

You have the following rights under UK data protection law:

- **Right to access** – request a copy of the personal data we hold about you
- **Right to rectification** – correct inaccurate or incomplete information
- **Right to erasure** – request deletion of your data where applicable
- **Right to restrict processing** – limit how we use your information
- **Right to data portability** – request your data in a machine-readable format
- **Right to object** – object to certain types of processing (e.g. direct marketing)

To exercise your rights or if you have any concerns about our use of your personal data, please contact us by emailing us **office@ggtrust.org.uk** or by writing to us at **Gloucestershire Gateway Trust, City Works, Gloucester, GL1 4DF**.

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** at www.ico.org.uk.

7. Cookies and Website Analytics

Our website uses cookies to improve your browsing experience and understand how visitors use our site. You can adjust your browser settings to refuse cookies if you prefer.

8. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated “last revised” date. Please check this page occasionally to ensure you are happy with any updates.

9. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact:

Gloucestershire Gateway Trust

City Works, Alfred Street, Gloucester, GL1 4DF

office@ggtrust.org

01452 699741

www.gloucestershiregatewaytrust.org.uk

This Policy was last updated: November 2025